

The CommLaw Group

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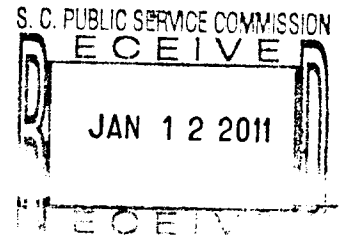
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January 6, 2011

IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING

Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210



RE: inContact, Inc., d/b/a UCN, Inc.
South Carolina Public Service Commission
CLEC Quarterly Service Quality Report
For the Period Ended December 31, 2010

To Whom It May Concern:

Enclosed please find the South Carolina Public Service Commission CLEC Quarterly Service Quality Report for the period ended December 31, 2010, filed on behalf of inContact, Inc. d/b/a UCN, Inc. inContact does not currently provide local service in the state of South Carolina and therefore has no troubles or outages to report.

Please contact Meghan Ruwet at (303) 663-0102 or mtr@commmlawgroup.com with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet
The Compliance Group
Consultant
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Email: mtr@commmlawgroup.com
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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME inContact, Inc., d/b/a UCN, Inc.
QUARTER / YEAR Fourth Quarter / 2010

Month:	<u>October</u>	<u>November</u>	<u>December</u>
Number of Customer Access Lines	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
New Installs Completed w/in 5 Days (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
Commitments Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations: inContact currently has no trouble reports.

Person Making Report / Contact Information: Meghan Ruwet, Telephone (303) 663-0102,
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